

CHAPTER IV SERVICE DELIVERY MODEL

To provide the continuum of services established in the City's therapeutic services mission statement, a new service delivery model is required to fully address the therapeutic recreation and related human service needs of San Jose residents. This new model identifies program and service needs and the location of services for the convenience and benefit of San Jose residents. By enhancing services and facilities and collaborating with key community partners, the City of San José will be well-positioned to serve the varied needs of the expanding San Jose population.

Program Needs

During the Strategic Plan community involvement process, needs for programs and services were identified. These services for people with disabilities will be provided by the Office of Therapeutic Services and partner agencies:

- Programs
 - Aquatics
 - Health/fitness/sports
 - Independent living skills
 - Employment-related skills
 - Socialization/recreation
 - Performing arts
 - "Reverse mainstreaming"



- Services
 - Transportation
 - Transition services for persons leaving hospitals, schools, and other recreation programs
 - Mentoring
 - Inclusion
 - Information and referral
 - Counseling
 - Volunteer program

Program Locations

Multiple program locations are needed to achieve the City's therapeutic services mission and expand services to individuals with disabilities. To provide a continuum of services, a variety of facility types and locations are required. The new service delivery model recommends three types of facilities:

- *Community Facilities*

Facilities that serve the general community and integrate people with disabilities into community recreation activities.

- *Recreation and Wellness Center*
A multi-purpose facility designed specifically to meet the needs of people with disabilities.
- *Specialized Facilities*
Small facilities designed to meet the needs of specific population groups, such as people with mental illness.

This service delivery model will provide the following benefits:

- Increase the availability of therapeutic recreation services throughout the community
- Provide specialized facilities where needed
- Provide flexibility to serve emerging community needs

Community Facilities

As part of the Parks and Community Facilities and Programs Strategic Plan, a multi-service community center will be established in each of San Jose's 10 Council Districts. The purpose of these facilities is to provide core recreation and neighborhood services to all community members. The facilities will be approximately 40,000 square feet in size. The multi-service centers will be augmented by satellite facilities, which may include smaller recreation centers serving all age groups, youth centers, senior centers, and programs at schools and other partner agencies, etc. Both multi-service centers and satellite centers also will

serve as information and referral centers, helping connect people with disabilities to other facilities and services.

At the heart of the Strategic Plan, Services for Persons with Disabilities, is the charge to increase the integration of people with disabilities into the multi-service community center programs. A therapeutic recreation specialist, assigned to each district, will interface with existing program sites and staff to ensure that people with disabilities are appropriately included in all activities. Adapted recreation activities and support groups may be offered to meet the needs of people with disabilities where demand exists. In addition to the work at the multi-service community center, the therapeutic recreation specialist will work with staff at satellite facilities and programs to provide inclusion services and adaptive programs as required.

Volunteers will be trained and available to assist disabled participants, as needed. Programs offered through district facilities that will serve people with disabilities may include:

- Inclusive recreation programs
- Adapted sports tournaments
- Adapted sports clinics, athletic development and training for coaches and officials
- After-school recreation programs
- Anger management classes
- Art therapy, music, drama and dance programs

- Community reintegration outing programs
- Computer clubs
- Drop-in recreation
- Recreation and fitness classes (adapted exercise)
- Independent living skills training and transition classes
- Pre-school movement/play programs
- Programs for deaf youth and adults
- Social programs
- Special events and holiday events
- Youth programs during school holidays and vacations
- Teen programs
- Volunteer programs
- Internship opportunities
- Advisory Council to provide feedback to therapeutic recreation specialist
- Information and referral service

Recreation and Wellness Center

The Recreation and Wellness Center will be dedicated to the needs of individuals with disabilities and serve as the "hub" for therapeutic and related human services. Accessible by public transportation, this facility will provide:

- A site for specialized programs for individuals who are not ready for inclusion and who require a supportive, non-threatening environment, a higher staff ratio, and specially trained staff
- An opportunity for recreation and socialization with disabled peers
- Facilities designed specifically for persons with disabilities
- Adaptive recreation activities

- "Reverse mainstreaming" and community rentals to promote community integration

More detailed information about the Recreation and Wellness Center is provided in Chapter V.

Specialized Facilities

These smaller facilities will serve persons with disabilities and be developed to serve a specific geographic or community need. The Grace Baptist Community Center, which serves people with mental disabilities in Downtown San Jose, is an example of a specialized facility.

Programs and services will vary, depending on the identified need, allowing the Office of Therapeutic Services to respond to neighborhood concerns.

Partnerships

Collaboration with outside agencies has proven to be essential in providing therapeutic recreation and related human services. These partnerships have included contributions of facilities, equipment, transportation, staff training, and program opportunities (see Appendix A).

Partnering will continue to be a driving force for the successful implementation of the Strategic Plan. To implement the Plan, the following types of partnerships will be expanded and new areas for collaboration will be pursued:

- Schools
- Small businesses and corporations
- Government agencies
- Community-based organizations
- Colleges and universities
- City of San Jose departments
- Transportation agencies
- Redevelopment Agency
- Medical community

"The Counselors have given me so many opportunities for experiences/activities that are healthy and life affirming. To be here and see them in action helping so grandly has restored my soul."